

BSC OVERVIEW

BUSINESS SOLUTIONS CENTER

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Director, Upstate /
New England
October 3, 2000

UPSTATE NEW YORK / NEW ENGLAND DISTRICT

OFFICE LOCATIONS:

Albany – Rich Koch, Manager – 100 associates

Worcester – Betsy Foley, Manager – 150 associates

Lowell – Nancy Cronin, Manager – 125 associates

Portland – Paula Armstrong, Manager – 205 associates

Philadelphia – Joanna Bilotta, Manager – 70 associates

Team Leader : Associate Ratio 22 : 1

BSC FUNCTIONS

- **Demand call centers for retail customers**
- **Marketplace segment is from \$0 - \$60K/yr TBR to Verizon**
- **Customers call us from Upstate NY, Maine, NH, VT, RI, MA**
- **Albany handles all Upstate**
- **Lowell, Worcester, Portland share calls from New England in one queue**
- **Portland has a 58 person natural return center**
- **Philadelphia has a 30 person natural return center**
- **Worcester has a 70 person order writing group**
- **All work is customer – initiated; we don't cold call**



Operating Support Systems Presentation

October 2, 2000

**Presented by:
Kathleen McLean
Senior Vice-President
OSS Planning & Performance Assurance**

Agenda

- **Functionality & OSS Interfaces**
- **Development Approach & Change Management**
- **KPMG Test**
- **Production Experience**



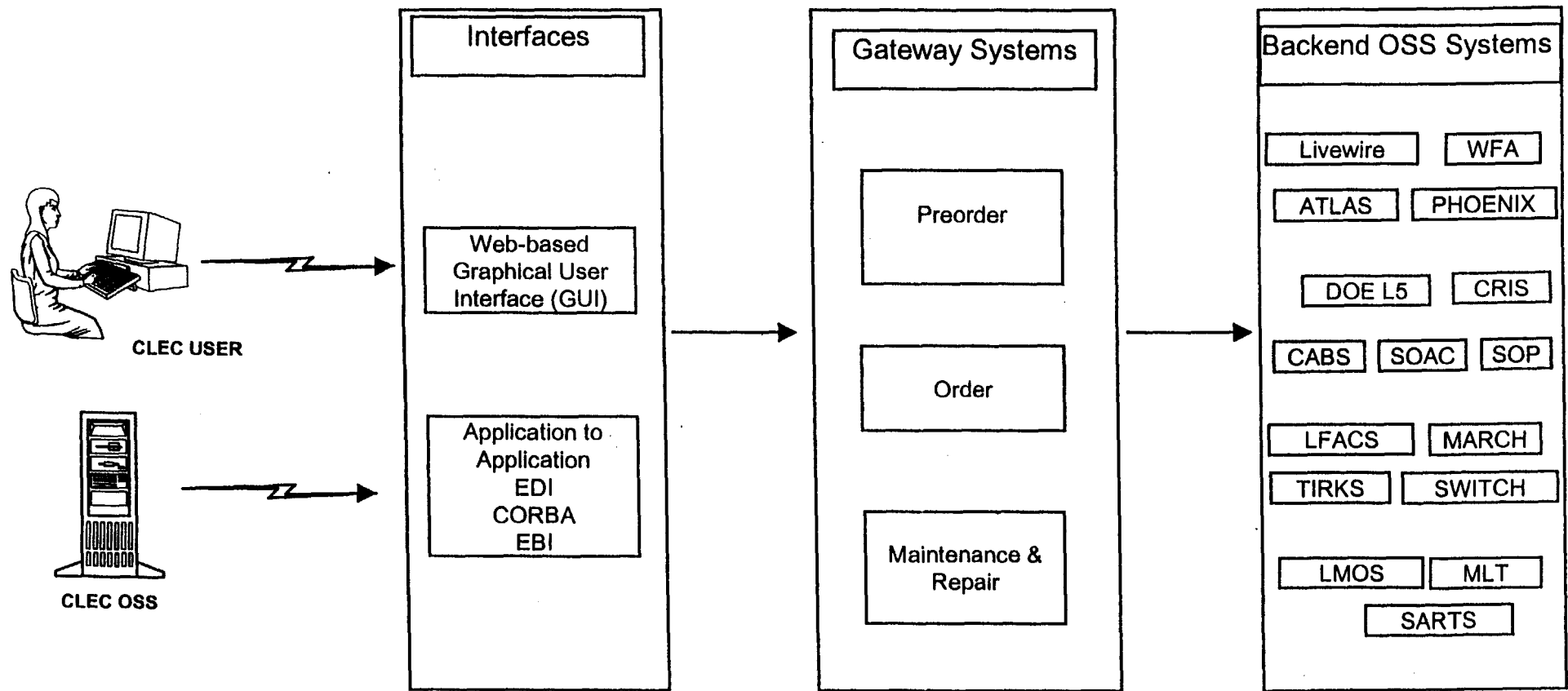
Functionality & OSS Interfaces



Wholesale Processes and Functions

Wholesale Processes	Pre-Ordering	Ordering	Provisioning	Billing	Maintenance & Repair
Wholesale Functions	<ul style="list-style-type: none">• Customer Service Record (CSR)• Address Validation• Telephone Number Reservation and Selection• Product and Service Availability• Due Date Availability• Loop Qualification for ISDN• Loop Qualification for xDSL• Directory Listing• Installation Status Inquiry• Service Order Inquiry	<ul style="list-style-type: none">• Local Service Request (LSR) or Access Service Request (ASR)• Service Order• Local Service Request Confirmation - (LSRC)/Firm Order Confirmation - FOC)• Reject Notice with an error message if order could not enter SOP	<ul style="list-style-type: none">• Status Notices (Provisioning Completions - PCN, Billing Completions - BCN, Jeopardies)• Hotcut coordination• Switch translations for feature activation• Local facility and central office facility assignment• Installation requirements• E911 system updates• Call screening updates	<ul style="list-style-type: none">• Provide Wholesale bills via Connect:Direct, on paper, on tape, or on CD-ROM at the CLEC's choice• Provide bills in Bill Data Tape format• Provide daily usage in accordance with EMI format	<ul style="list-style-type: none">• Test POTs lines and Special Services• Create Trouble Ticket• Obtain Trouble Status• Modify Trouble Ticket• Cancel Trouble Ticket• Obtain Trouble Ticket History• Trouble Ticket Service Recovery

High Level Wholesale OSS System Flow



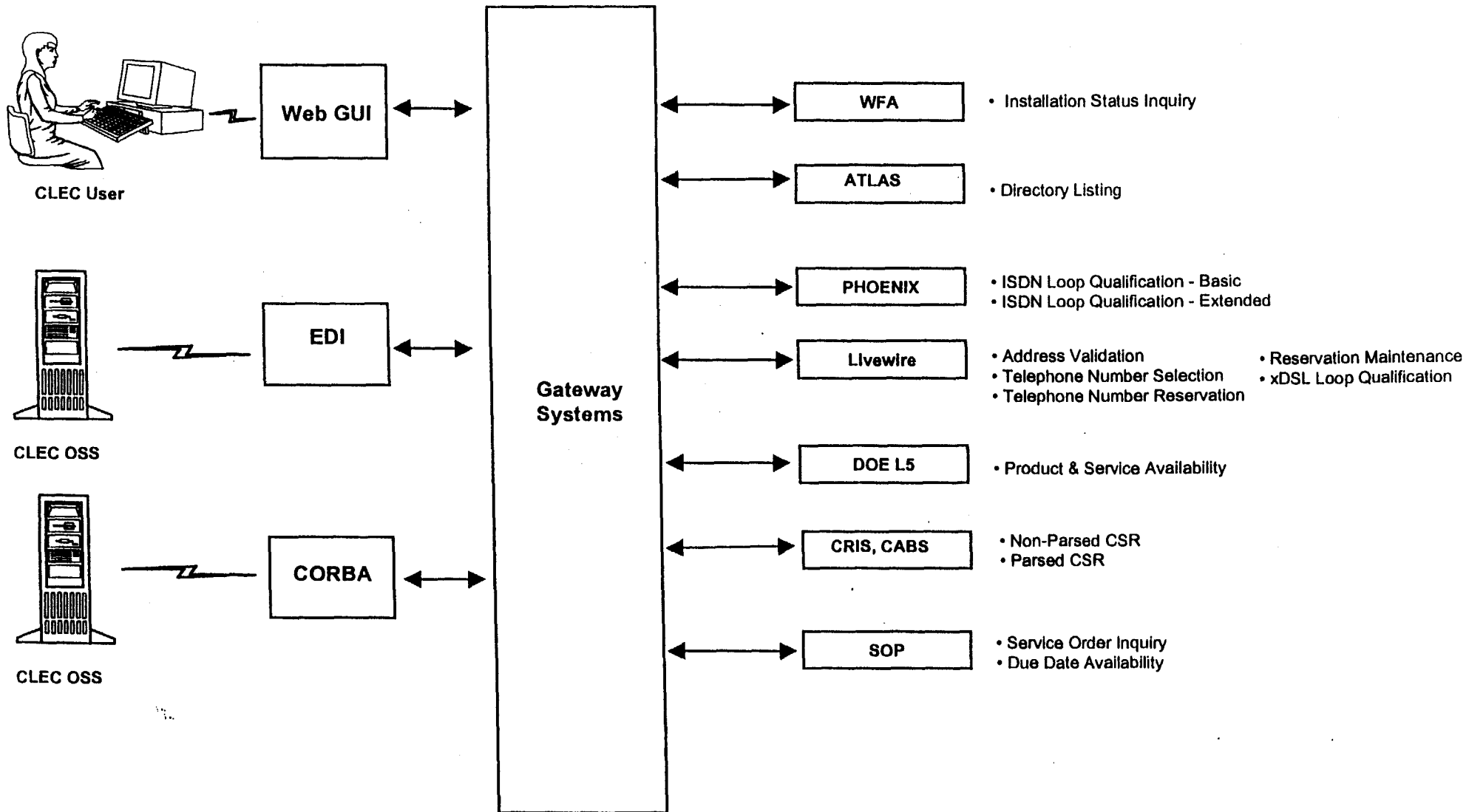


Pre-Ordering Process

- **Before placing an order, CLECs can:**
 - **Access end-user Customer Service Records (CSRs) in parsed and unparsed formats.**
CSRs include:
 - **Billing name and address**
 - **Billing and working telephone numbers for the account**
 - **List of all services provided to the end-user**
 - **The end-user's presubscribed interexchange carrier and local (or intraLATA) prescribed interexchange carrier ("PIC" and "LPIC")**
 - **Determine the availability of features and functions**
 - **Determine local and long distance carriers by NPA/NXX**
 - **Reserve and select telephone numbers and verify addresses**
 - **View the end-user's existing directory listing**
 - **Select due dates**
 - **Check whether a loop is qualified for ISDN or xDSL services**
- **After an order has been placed, CLECs can:**
 - **Check the status of the order**
 - **Obtain a copy of the service order as it exists in Verizon's Service Order Processor (SOP)**



Pre-Order Process Flow



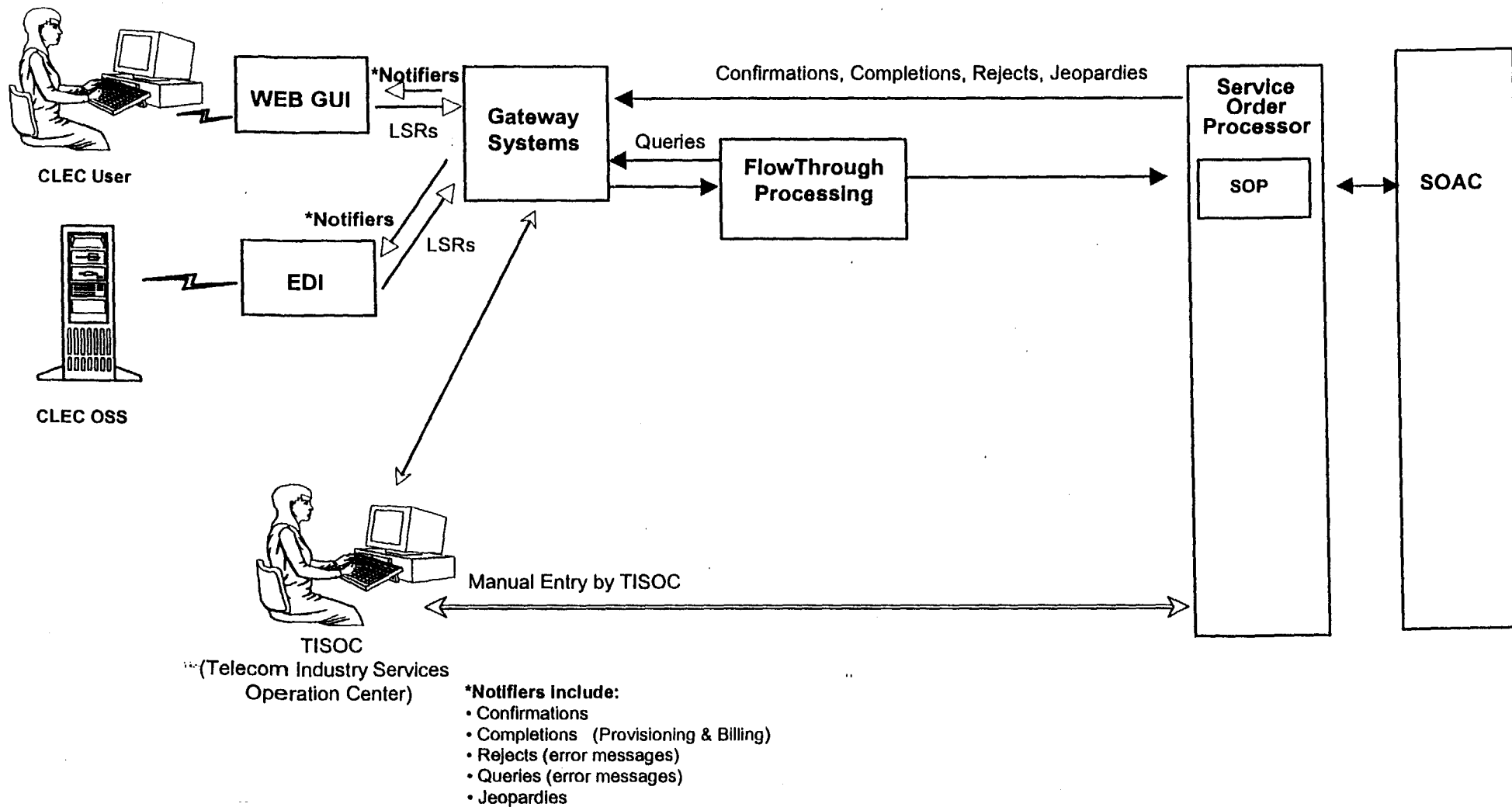


Ordering Process

- **CLECs use Local Service Requests (LSRs) to order Resale, UNE-Platform, and UNEs.**
- **CLECs submit an LSR. Verizon sends acknowledgement of receipt to CLECs.**
- **Verizon validates the LSR.**
 - **If errors are detected, error messages are returned to the CLEC.**
 - **If the LSR passes validation, a Service Order is created.**
- **CLECs receive a Local Service Request Confirmation (LSRC)/Firm Order Confirmation (FOC) to indicate that the order has entered the Service Order Processor (SOP)**



Ordering Process Flow



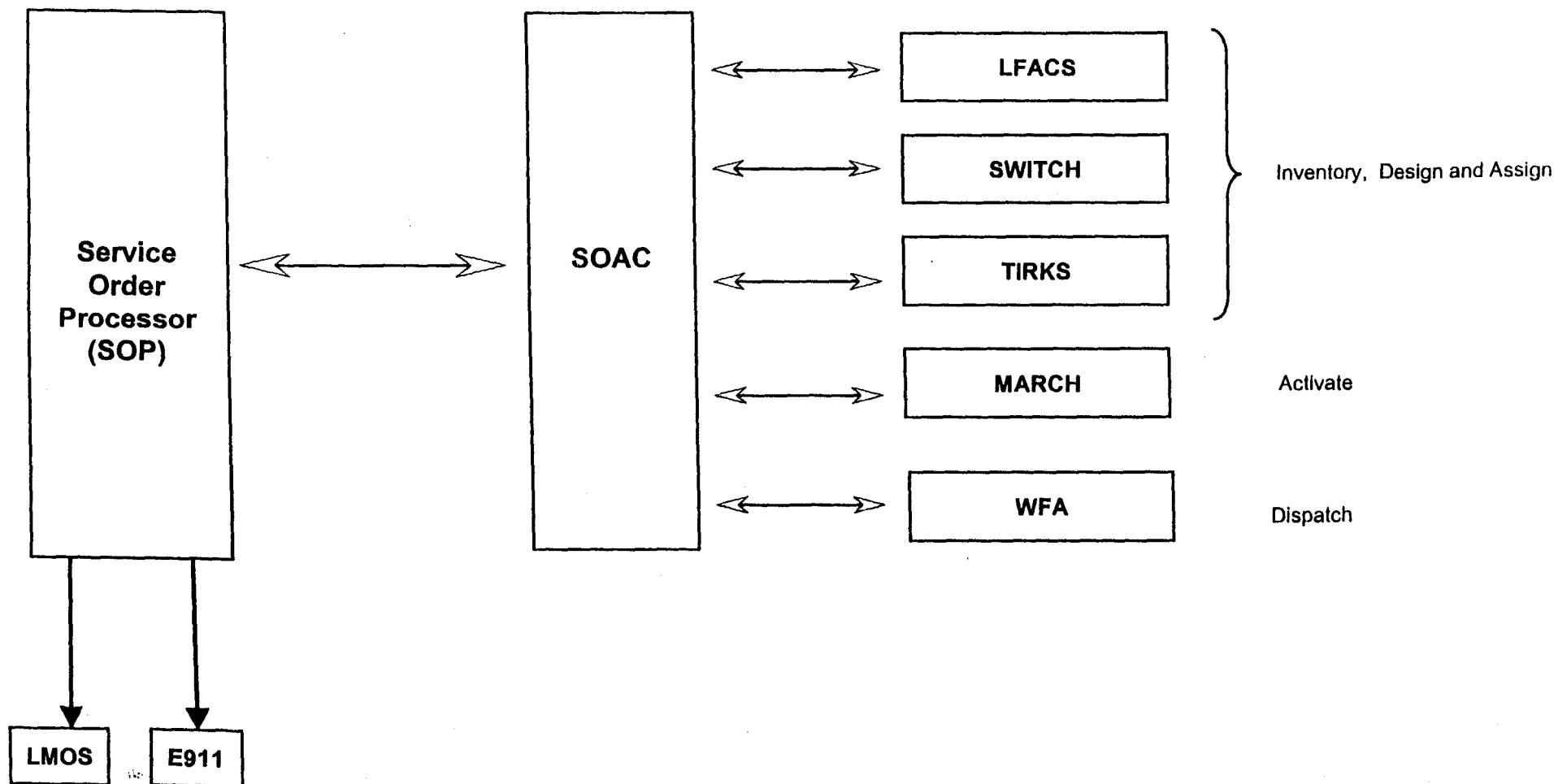


Provisioning Process

- Provisioning is essentially internal to Verizon once an order is submitted
- Systems and processes for most CLEC orders are the the same as those used for Verizon's retail orders
- Provisioning includes:
 - Status Notices
 - Provisioning Completion Notice
 - Billing Completion Notice
 - Jeopardy Notices
 - Specific processes for loop orders for CLECs that have no retail analog
 - Switch translations for feature activation
 - Local facility and central office facility assignment
 - Installation requirements/dispatch
 - E911 system updates
 - Call screening updates
 - Maintenance system updates
 - Billing updates



Provisioning Process Flow



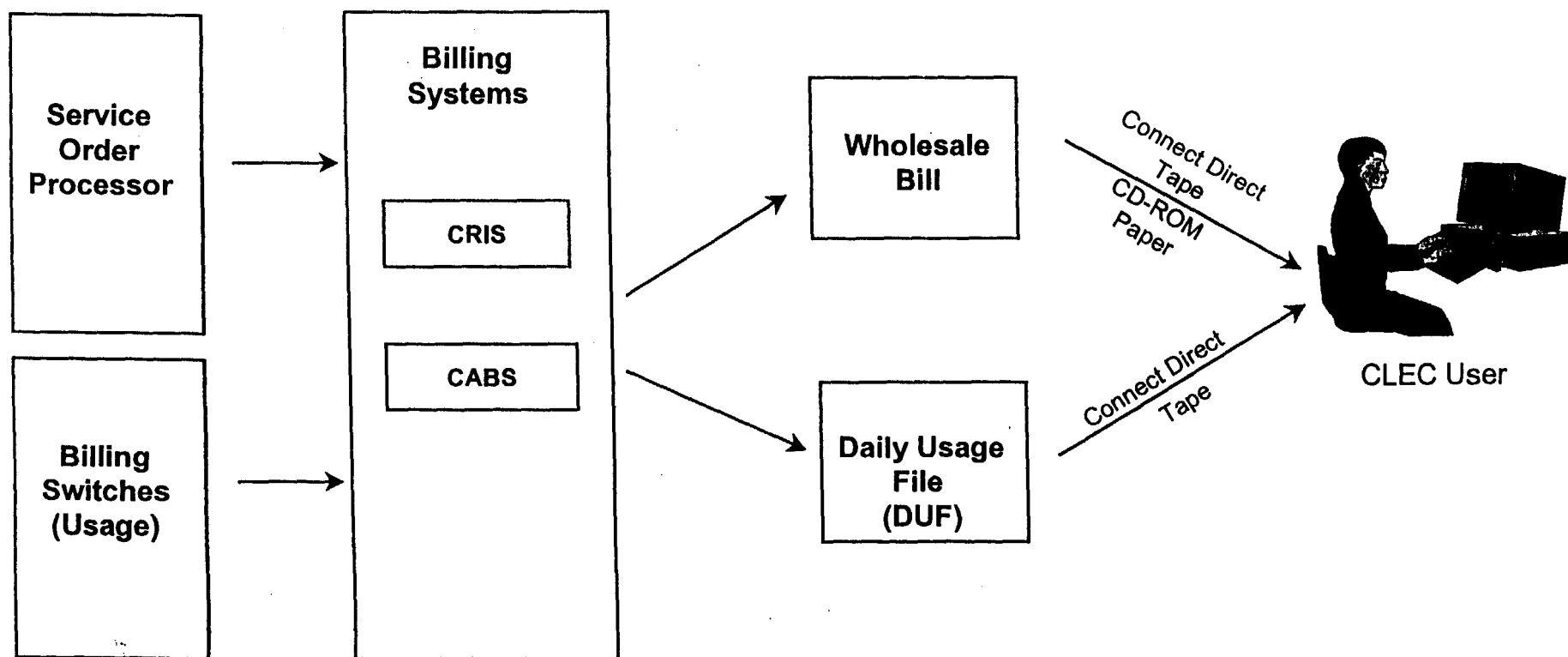


Billing Process

- **Billing systems are the same as those used for Verizon's retail and interexchange customers**
- **Billing includes:**
 - **Unbundled Network Element (UNE) charges**
 - **Usage billing information/Daily Usage File (DUF)**
 - **Recurring charges**
 - **Non-Recurring charges**
 - **Service activity related charges/credits**
 - **Wholesale bill**
- **CLECs can receive bills via:**
 - **Connect:Direct**
 - **Paper**
 - **Tape**
 - **CD-ROM**



Billing Process Flow



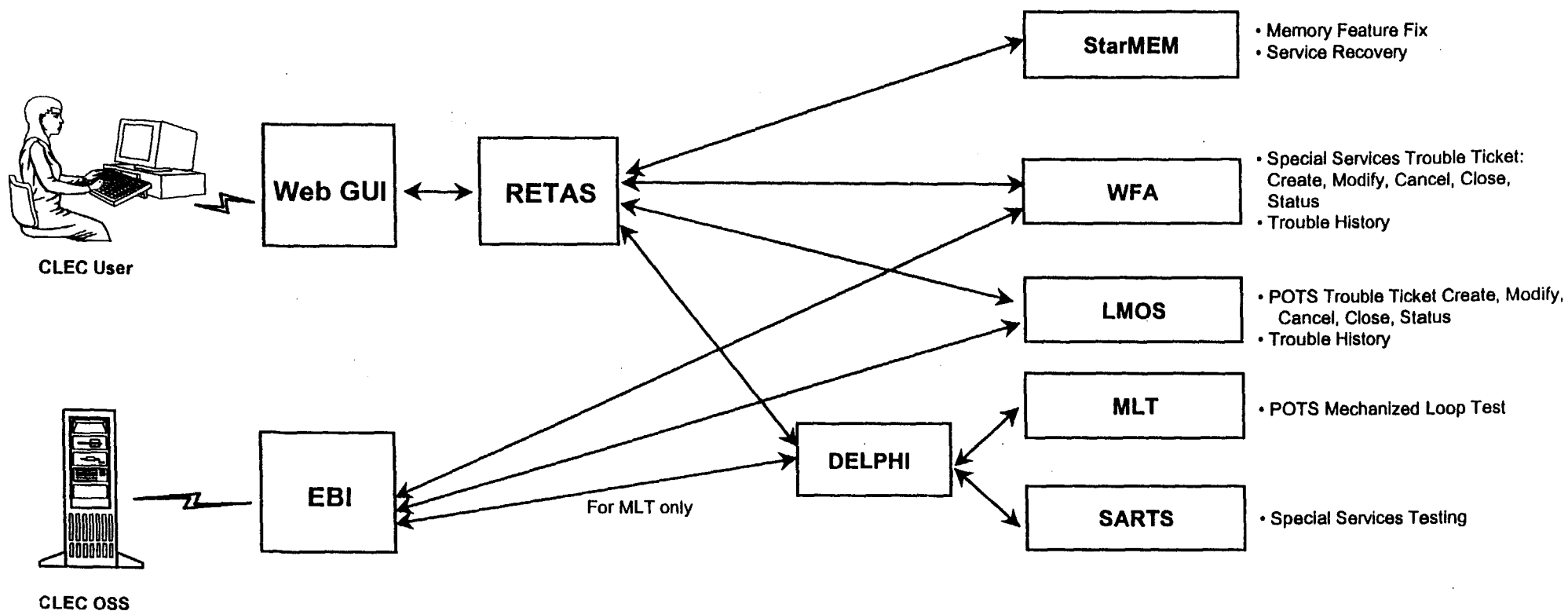


Maintenance & Repair Process

- **CLECs can perform the following functions:**
 - **Test**
 - **POTS lines**
 - **Special Services (via Web GUI only)**
 - **Create Trouble Ticket**
 - **Obtain Trouble Status**
 - **Modify Trouble Ticket**
 - **Request Cancellation of Trouble Ticket**
 - **Request Trouble Ticket History**
 - **Trouble Ticket Service Recovery**



Maintenance & Repair Process Flow

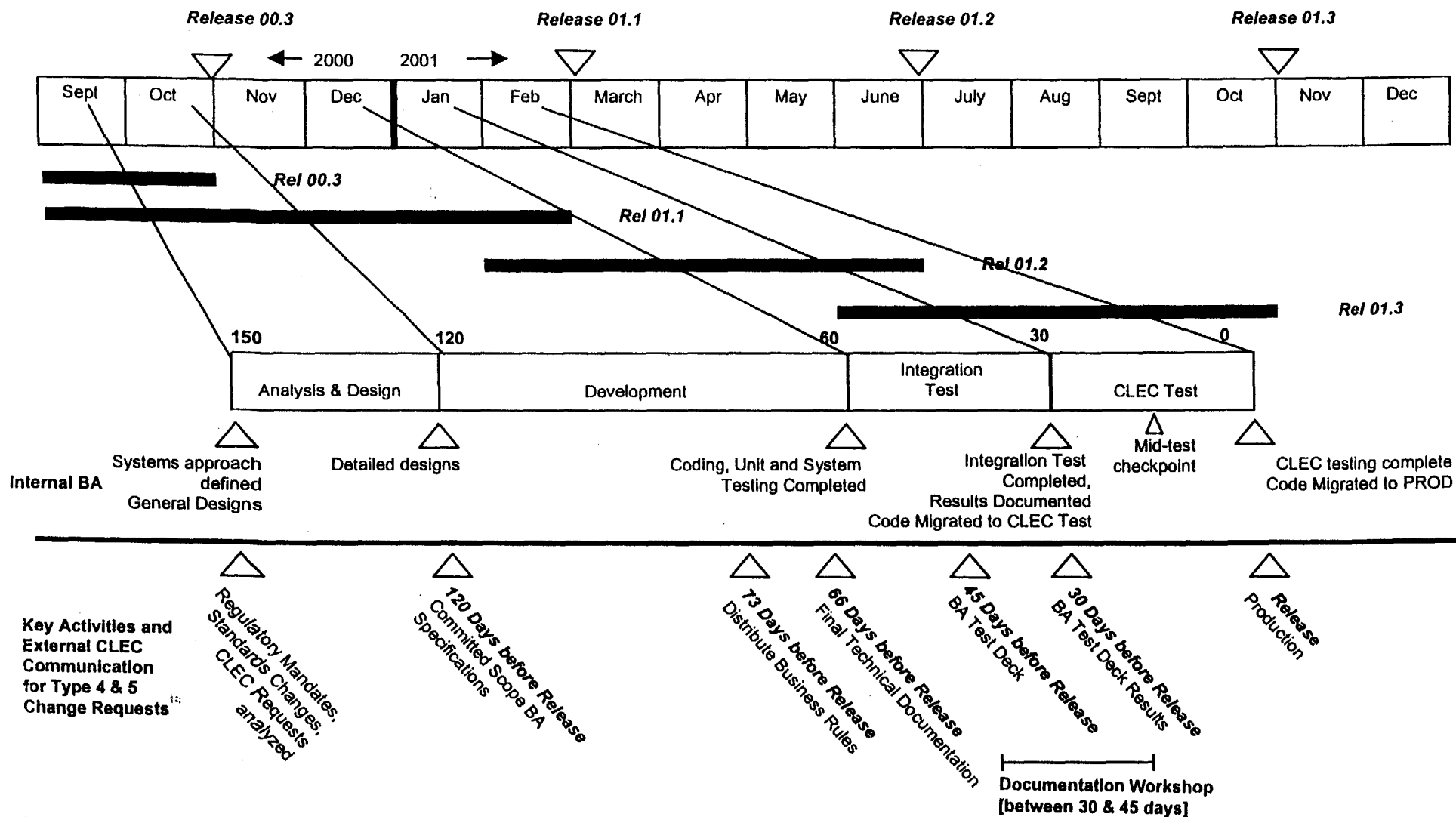




Development Approach & Change Management



Development Timeline and 2001 Planned Release Schedule





Change Management

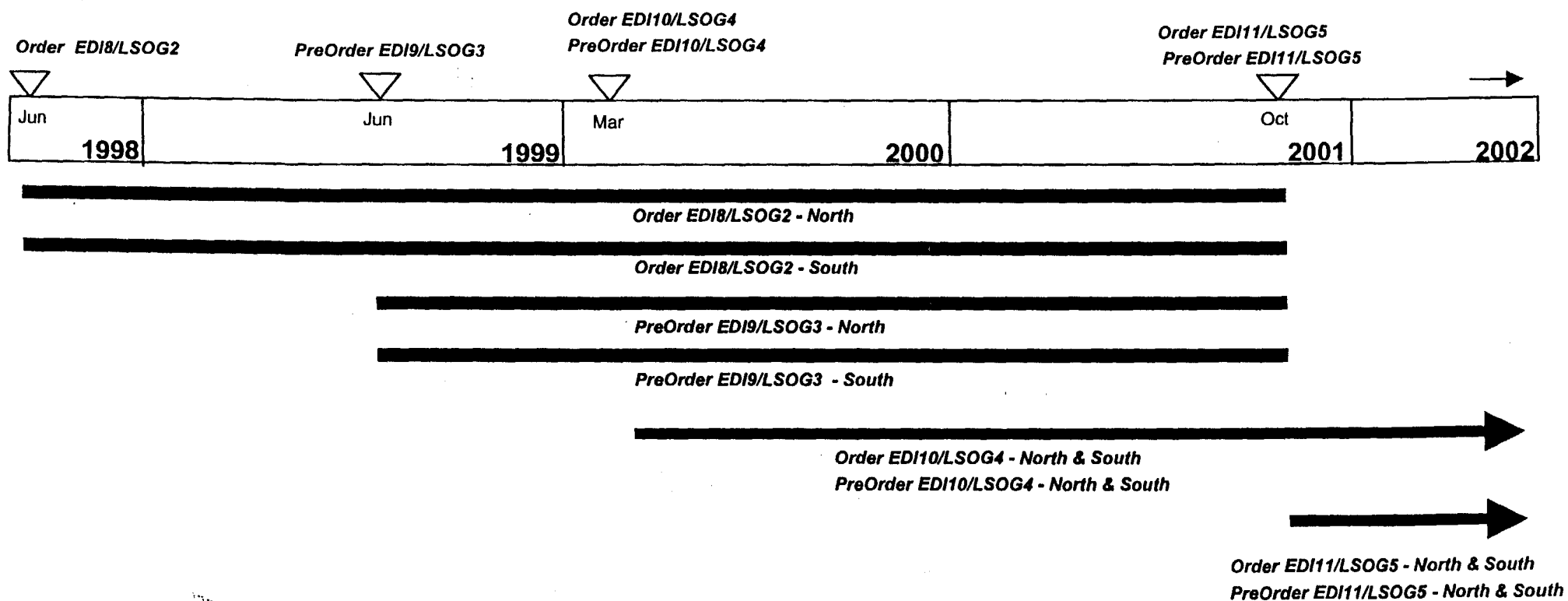
Change Requests (CRs)	Documentation	CLEC Test Environment (CTE)	Wholesale Customer Care Center (Help Desk)
<ul style="list-style-type: none"> Receives requests from CLECs for system changes Works with CLECs to define requirements and prioritize systems changes Sponsors workshops on topics such as help desk processes, CLEC-to-CLEC migrations and others Types of Change Requests: <ul style="list-style-type: none"> Type 1-Emergency Maintenance Change Type 2-Regulatory Change Type 3-Industry Standard Change Type 4-Verizon Originated Change Type 5-CLEC Originated Change 	<ul style="list-style-type: none"> Pre-Order Business Rules Pre-Order EDI Specifications Combined Pre-Order Documentation (Business Rules and EDI Specs) Pre-Order CORBA Specifications Combined Pre-Order Documentation (Business Rules and CORBA Specs) Order Business Rules Order EDI Specifications Combined Order Documentation (Business Rules and EDI Specs) Specifications for Access Service Request Local Services Common Web GUI User Guide Order Error Messages Trouble Administration Business Rules E911 PS/ALI Guide Test Deck CLEC Handbook <p><i>Documentation is published for two supported industry standard LSOG versions.</i></p>	<ul style="list-style-type: none"> Provides CLECs with stable environment for application to application pre-ordering and ordering new entrant and new release testing Contains same applications as production, up to and including SOP Contains CLEC and Verizon test data Matches production environment except during CLEC test periods for new releases, when it matches what will be in production following the release Parallels production environment in resolution of problems and issues Supported by Verizon Test Coordinators, Customer Support Team, and Wholesale Customer Care Center (WCCC) CLECs submit test plan six weeks prior to release implementation 	<ul style="list-style-type: none"> Provides a single point of contact for all CLEC reports of systems issues, to provide timely notification to the CLECs of such events, and to ensure that any problems are resolved as quickly as possible Serves CLECs operating throughout the former 14 state Bell Atlantic region Answers incoming calls from CLECs regarding the Verizon Web GUI or the Verizon OSS interfaces to CLEC provided applications Located in Newark, NJ with 49 staff members

Regularly Scheduled Meetings



Interface Versioning

- Two versions of industry standard pre-order and order guidelines and specifications are supported





Pre-Order and Order Documentation

- **Process Improvements:**

- Formed a group in Information Systems to complement the business rule team in the Wholesale business to provide internal QA, ensuring that system functionality and documentation are in sync.
- Business rules are distributed one week earlier in the release process (73 days in advance of a CLEC impacting release vs. 66 days in advance) providing additional time to review.
- Established process to review the documentation in a workshop with the CLECs prior to a CLEC impacting release.

- **June 2000 Release Documentation:**

Source: Affidavit, Appendix A, Attachment U

Documentation Version	First Used	Number of Attributes	Number of Modifications	Comments
Order LSO G 2 v.1.10.1 (N)	Sept 1998	11,944	4 (0.03%)	In use for the longest period of time, and the most frequently used interface.
Pre-Order LSO G 3 v.2.8.1	June 1999	10,504	55 (0.52%)	In use since June 1999. Not as heavily used as LSO G 2 Order
Order LSO G 4 v.4.3.1	March 2000	10,042	15 (0.15%)	Since March, CLECs have gradually begun to migrate to LSO G 4
Pre-Order LSO G 4 v.4.3.1	March 2000	9,202	93 (1.01%)	Not yet used as much as LSO G 4 Order. 41 modifications were to the CTNS transaction which is offered to, but not used by, CLECs.

More than 7,000 pages of documentation are issued per release



KPMG Test



KPMG Third Party Testing Scope

- **Evaluate Verizon's OSS Systems, Interfaces, and Processes that enable CLECs to compete with Verizon for Customers' Local Telephone Service in MA**
- **All Stages of the CLEC-ILEC Relationship were considered, including:**
 - **Establishing the Relationship**
 - **Performing Daily Operations**
 - **Maintaining the Relationship**
- **Each of the Service Delivery Methods were included in the test:**
 - **Resale**
 - **Unbundled Network Elements (UNE)**
 - **Unbundled Network Elements-Platform (UNE-P)**
 - **Combinations**



KPMG Third Party Testing Results

➤ Pre-Ordering, Ordering, and Provisioning (POP)

KPMG evaluated the systems, processes and other operational elements associated with these activities. KPMG also examined comparable systems supporting retail operations.

Capacity Management

KPMG confirmed Verizon has a satisfactory "Capacity Management" process for wholesale systems, including the pre-ordering interfaces and gateways, to ensure that Verizon's pre-ordering systems continue to handle increasing traffic volumes with acceptable performance.



KPMG Third Party Testing Results

Volume Testing

KPMG found that Verizon's ability to process

- expected normal volumes**
- peak volumes (125% of normal volume test)**
- stress volumes (150% to 200% of normal volume test)**

satisfied *all* of the test criteria.

Together with the commercial volume of orders that Verizon already is handling, confirms that Verizon provides nondiscriminatory order processing to CLECs operating in Massachusetts.

Methods & Procedures

KPMG evaluated the methods and procedures, processes, and systems used by Verizon to provision both retail and wholesale orders. KPMG found that both the design of the methods, processes and systems, and the actual handling of orders, were nondiscriminatory.



KPMG Third Party Testing Results

➤ Billing (BLG)

KPMG evaluated both billing procedures and actual bills generated, including the following areas:

- Bill Validation
- Usage Records
- Bill Delivery Timeliness



KPMG Third Party Testing Results

➤ Maintenance & Repair (M&R)

KPMG evaluated Verizon's procedures, documentation and systems for maintenance and trouble administration.

KPMG verified Verizon's ability to provide nondiscriminatory maintenance & repair services to CLECs. KPMG evaluated Verizon's systems, performance, processes, documentation, network surveillance, work center operations and work coordination for the delivery of CLEC maintenance & repair services and found that all were satisfactory.



KPMG Third Party Testing Results

➤ Conclusion

Verizon's interfaces, support systems, and processes have been subject to a thorough and comprehensive third party testing process similar to the third party test of Verizon's systems in New York.

KPMG examined 804 test points and concluded that Verizon had satisfied 800 of them -- over 99%. The other four test points have been addressed and are being evaluated by the Massachusetts DTE.

Verizon passed this third party test with flying colors.